

INTRODUCTION

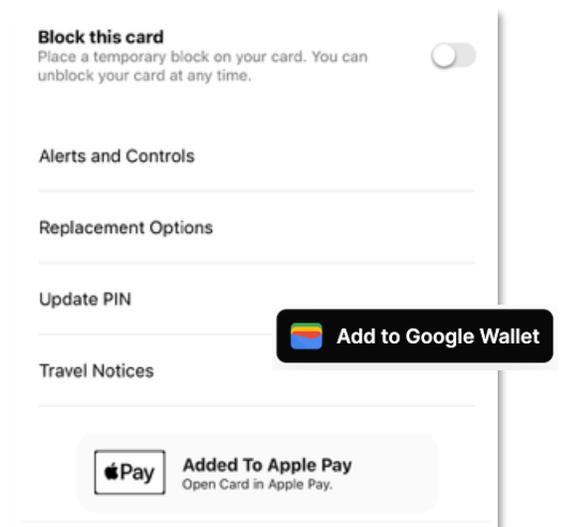
Starting April 16th, In the Monterra Mobile App you have full control of your Visa Debit and Credit Cards with the Card Management Widget. As a first step, download or update the Monterra CU Mobile App at the [App Store](#) or [Google Play](#).

This step-by-step guide will walk you through the process of accessing card management features, updating alerts, and setting notifications.

CARD MANAGEMENT FEATURES

Within the Card Management widget, you will be able to:

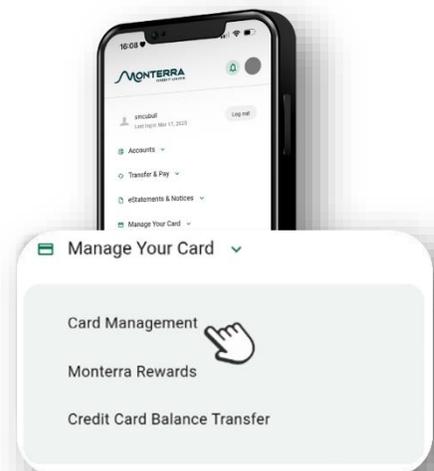
- Place a temporary block on their card
- Set alerts and controls
- Report lost/stolen cards and select replacement options
- Update pin
- Create and edit travel notices
- Add cards to Apple Pay or Google Wallet



PROCESS

To access card management features beginning on April 16th :

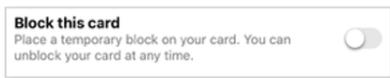
1. Sign on to Monterra Mobile App
2. Click More
3. Select Manage Your Card
4. Click on Card Management from the drop-down menu



FEATURES

BLOCKING A CARD

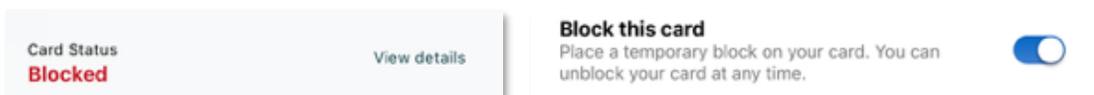
1. Within the Card Management widget, toggle the radio button to the right next **“Block this card”**



2. It will then ask if they are sure they want to block this card, click 



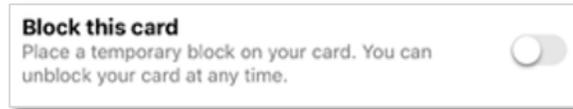
3. Once clicked, their Card Card status will show **Blocked** and the radio button next to **“Block this card”** will appear in blue 



Card Management Features

UNBLOCKING A CARD

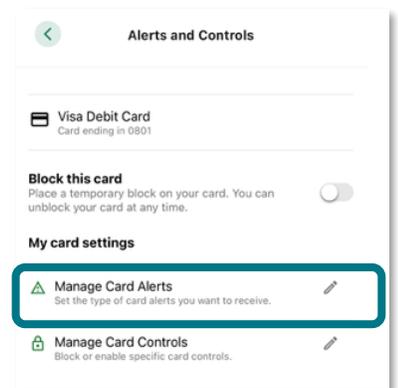
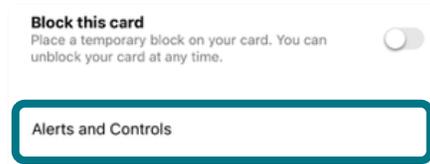
- Toggle the radio button to the left next to “**Block this card.**” Once switched the radio button will appear in grey as it was in the beginning.



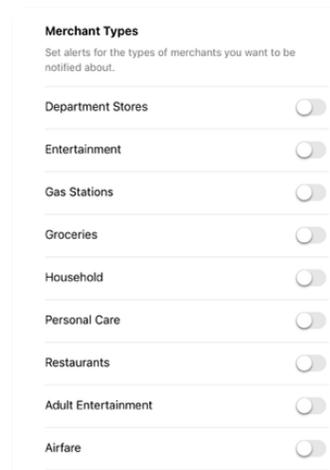
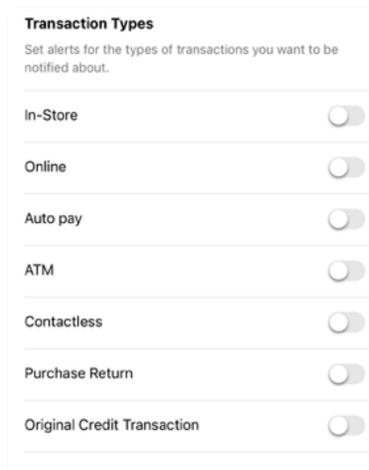
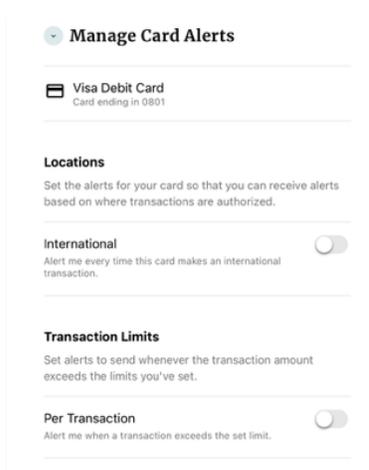
ALERTS AND CONTROLS

To create card alerts:

- Click **Alerts and Controls**
- Click **Manage Card Alerts**

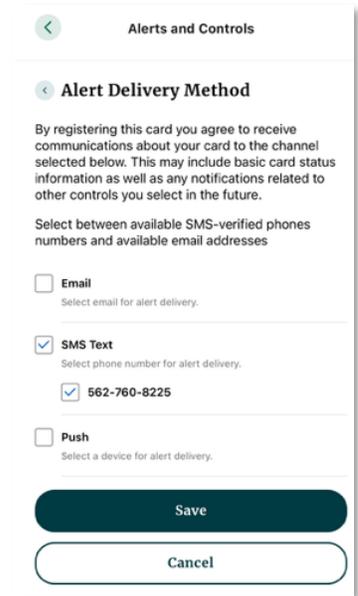


- Select Card Alert preferences such as locations, transaction limits and types, and Merchant Types.



Card Management Features

4. Select Alert Delivery Method preference (includes Email, SMS Text, and Push) and then click **Save**.

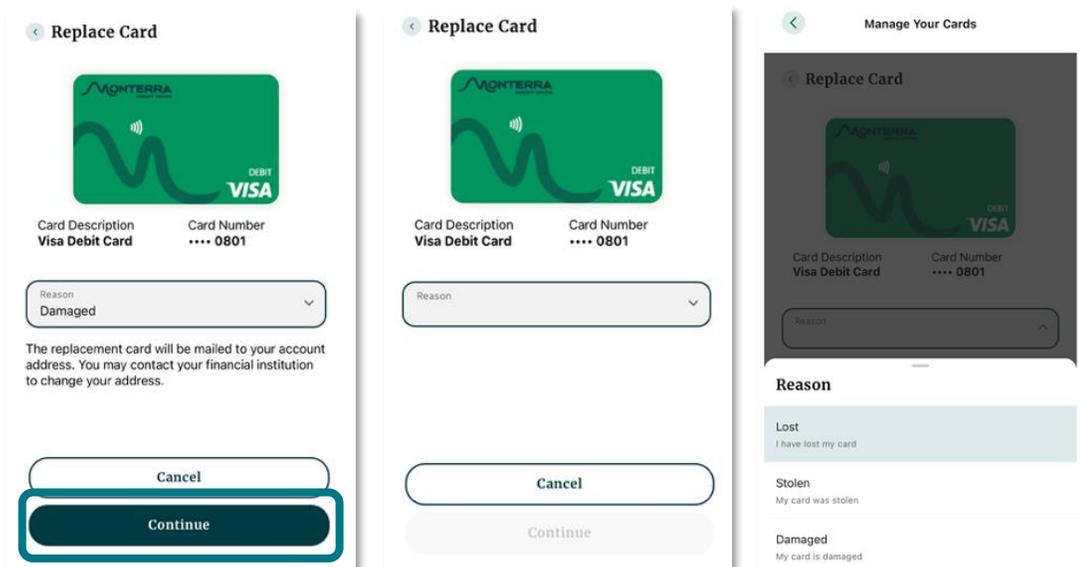


REPLACEMENT OPTIONS

To report lost or stolen cards select replacement options:

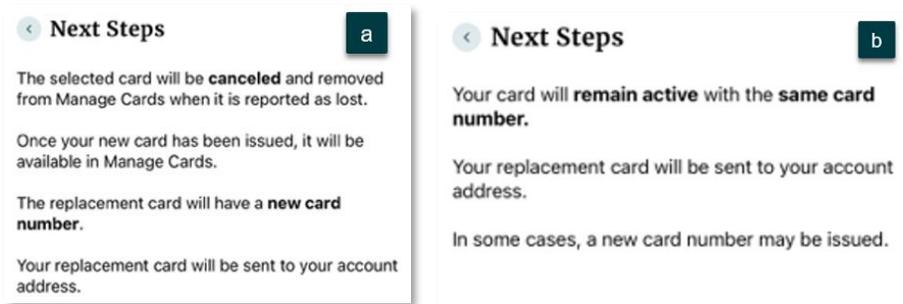


1. Click Replacement Options
2. Click the drop down list and select the applicable reason: Lost, Stolen, or Damaged
3. Once selected, click **Continue** to be taken to the **Next Steps**.



Card Management Features

4. The next steps will vary depending on the selected reason.
 - a. Lost or Stolen
 - b. Damaged

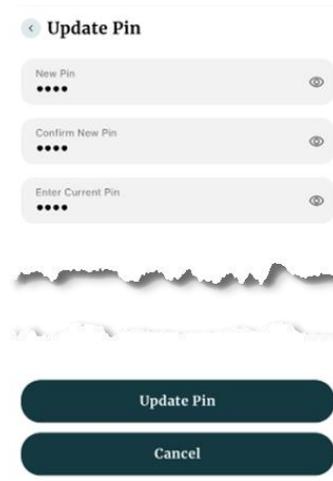


UPDATING A PIN

To update a PIN:



1. Click Update PIN
2. Enter New Pin
3. Confirm New Pin
4. Enter Current Pin once more
5. Click **Update Pin**



Card Management Features

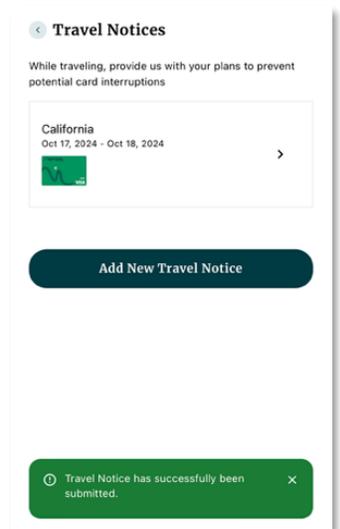
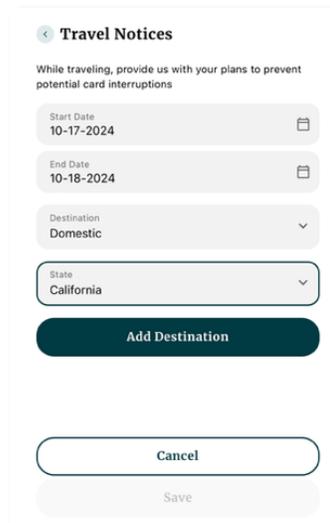
TRAVEL NOTICES

To create travel notices:

1. Click Travel Notices

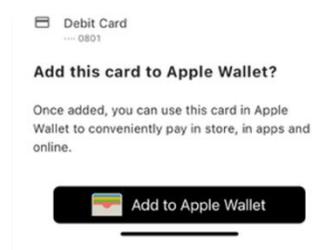


2. Enter Start Date and End Date
3. Enter Destination and **Add Destination**
4. Click Save.
5. Once saved, a message will appear to confirm the Travel Notice has been successfully submitted and will have the option to add additional travel notices.



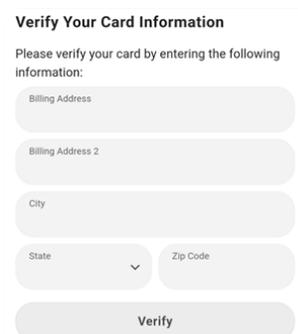
PUSH PROVISIONING FOR iOS

1. Click
2. A message will pop up to ask to add this card to Apple Wallet, click



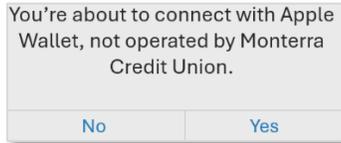
3. Once selected, verify the card information by entering the billing address and click Verify.

4. A pop up will appear to mention that they are going to connect with Apple Wallet,

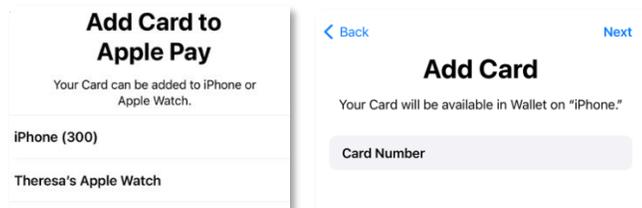


Card Management Features

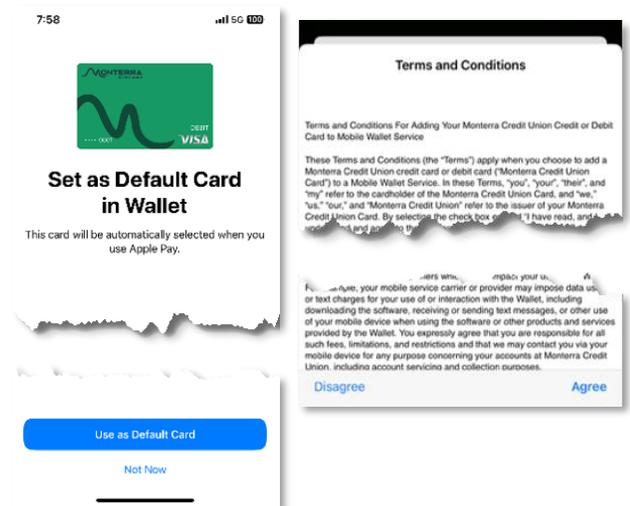
not operated by Monterra Credit Union, click **Yes**



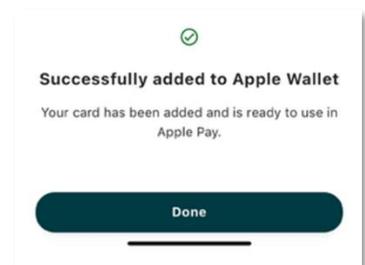
5. Select the desired device to add Apple Pay
6. Once selected, the card number will be truncated with the last 4 digits displaying only, click **Next**.



7. Review the Terms and Conditions and click **Agree**.
8. Once Agreed, members will have the option to **Use as Default Card** or **Not Now**



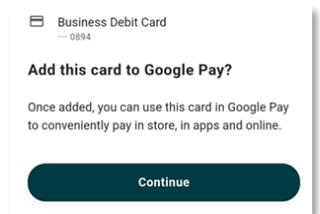
9. Once a selection has been made a message will appear to confirm the card has been successfully added to the Apple Wallet.
10. Click **Done** and a message will appear that the card was **Added to Apple Pay**



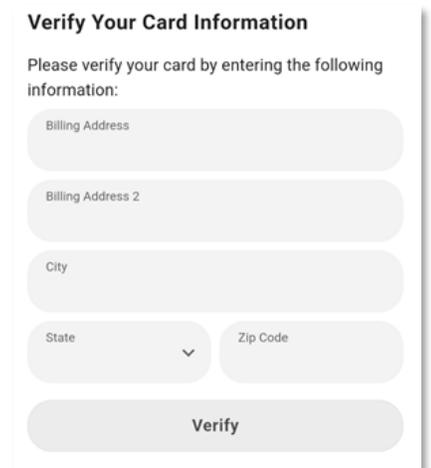
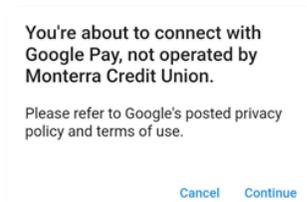
Card Management Features

PUSH PROVISIONING FOR ANDROID

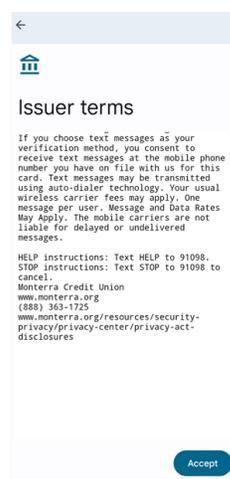
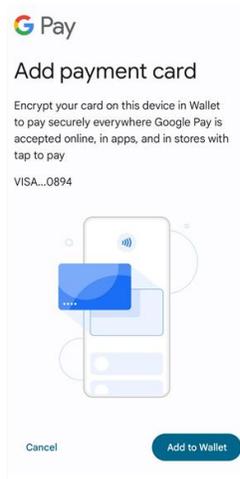
1. Click 
2. Once selected, click **Continue** when asked to add this card to Google Pay.



3. Verify the card information by entering the billing address and click Verify.
4. A pop up will appear to mention that they are going to connect with Google Pay, not operated by Monterra Credit Union, click **Continue**

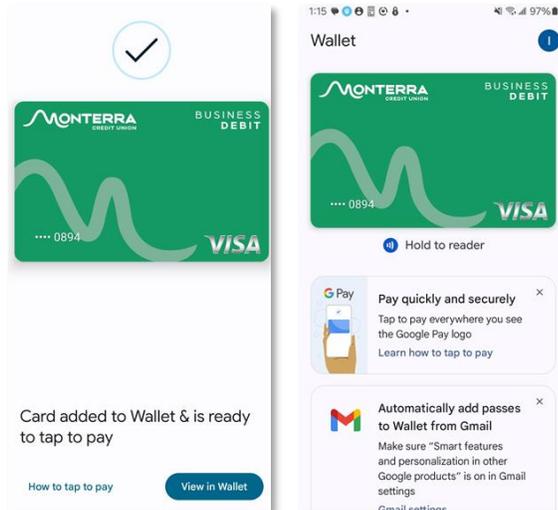


5. Click **Add to Wallet** and review the Issuer terms, then click **Accept**.

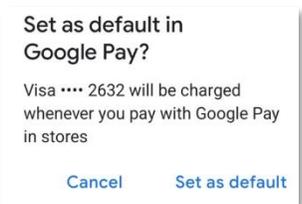


Card Management Features

6. After the Terms have been accepted, click **View in Wallet** and the card will now be available for use in Google Wallet.



- a. Once the Card Management widget has been closed a pop will appear to ask to **Set as default** or **Cancel**



- b. After a selection has been made it will show the card has been successfully added to Google pay and now they can view the card in Google Wallet.

